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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Friedman et al.
Serial No. : 09/579,370
Filed : May 26, 2000
For : VOICE OVER INTERNET CALL CENTER INTEGRATION
Group Art Unit : 2742

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Sir:

INFORMATION DISCLOSURE STATEMENT

Pursuant to 37 CFR § 1.56 and § 1.97(b), applicants wish to
call the attention of the Examiner to the references listed
below:

U.S. Patent Application Publication Nos. US 2002/0046030;
2002/0046200 and 2002/0046202.

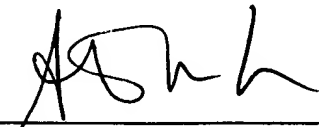
A copy of these references are submitted herewith along with
Form PTO-1449.

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Consideration of the foregoing is respectfully requested.

Respectfully submitted,

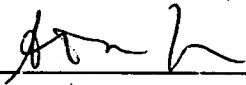
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